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ABSTRACT

This publication represents a new approach to the determination of public library goals. It contains objectives and goals, as well as activities relating to goals, for all functions of the Inglewook Public Library. Unique is a concept of common goals and activities which apply to three or more divisions within the library. In compiling general goals and activities, the following list of uniform headings was developed: budget; community relations; cooperation; latest developments; materials; materials circulation, maintenance, and processing; personnel; policies and procedures; records and files; reference and information; services; supplies, equipment and maintenance; and volunteers. In addition to city ordinances relating to the Library Department, Library Board, and Friends of the Library, the following Library divisions are included: extension, circulation, circulation control (registration and overdues), reference, information, serial publications and documents, children's, young adult, audiovisual, social services, and technical processes. (Author)

ED 089770

LIBRARY OBJECTIVES, GOALS, AND ACTIVITIES

IR 000 484

CITY OF INGLEWOOD

CITY COUNCIL

Merle Mergell - - - - - - - - - - - - - Mayor

Curtis R. Tucker - - - - - - - - - - - - Councilman
District 1

R. Gary Smith - - - - - - - - - - - - - Councilman
District 2

Robert M. Letteau - - - - - - - - - - Councilman
District 3

Richard L. Mansfield - - - - - - - - - Councilman
District 4

LIBRARY BOARD

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Fran Smith — Dr. Bernard Lauhoff

Thomas Ellerbe — W. E. Jones

CITY ADMINISTRATOR - - - - - - - - - Douglas W. Ayres

LIBRARY DIRECTOR - - - - - - - - - - John W. Perkins

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LIBRARY OBJECTIVES,

GOALS, AND ACTIVITIES

INGLEWOOD PUBLIC LIBRARY
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Inglewood, California 90301

1973

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Library Objectives, Goals, and Activities

200 WORD ABSTRACT

This publication represents a new approach to the determination of public library goals. It contains objectives and goals, as well as activities relating to goals, for all functions of the Inglewood Public Library. Unique is a concept of common goals and activities which apply to three or more division within the Library.

In compiling general goals and activities, we developed the following list of uniform headings: budget; community relations; cooperation; latest developments; materials; materials circulation; materials maintenance; materials processing; personnel; policies and procedures; records and files; reference and information; services; supplies, equipment, and maintenance; and volunteers.

In addition to City ordinances relating to the Library Department, Library Board, and Friends of the Library, the following Library divisions are included: Extension, Circulation, Circulation Control (registration and overdues), Reference, Information, Serial Publications and Documents, Children's, Young Adult, Audio-visual, Social Services, and Technical Processes.

This study should be useful for public libraries preparing their own goals studies, position descriptions, or procedural manuals, and especially useful as an aid to library administrators in analyzing and making comparative evaluations of their own organizations or in considering the possible application of management by objectives.

INTRODUCTION

THE NEED FOR GOALS

The public library, as a service agency, must continually evaluate its function if it is to provide meaningful resources, services, and programs to a community that continually is changing. A basic approach is for the library to determine its goals. Goals influence the quality and types of services. Decisions can be more readily made when goals are stated. Planning and programming can be more effective and realistic when goal statements are established. Specialized goals influence the internal organization and effect the selection and assignment of personnel. These general goals can also form a basis for determining quantifiable short term goals. Identifying general goals is valuable as a point of departure for any detailed analysis or study of the public library operation.

PREPARATION OF GOALS

We determined initially to analyze our present library organization in terms of objectives, goals, and activities — all of which help provide a thorough view of the library organization. We then requested all division heads and their staffs to formulate their divisional objectives, goals, and activities. Concepts and relationships of divisional objectives, goals, and activities were clarified with a series of meetings between the division heads and their key staff and the library administration. The goals study was then assembled and reviewed by the staff.

It became apparent that there were many similar goals and activities. At this point all these common goals and activities were extracted and restated to provide uniformity. In compiling general goals and activities, we developed the following list of uniform headings: budget; community relations; cooperation; latest developments; materials; materials circulation; materials maintenance; materials processing; personnel; policies and procedures; records and files; reference and information; services; supplies, equipment, and maintenance; and volunteers.

VALUE

The publication and distribution of this goals study was prompted by its possible usefulness in a number of ways:

1) As a checklist to make staff members aware of the objectives and goals of their division and overall Library Department objectives and goals.

2) As an aid in preparing library studies such as position descriptions or division policy and procedural manuals.

3) As a basis for establishing short term quantifiable goals and performance indicators for possible use in management by objectives.

4) As a basis for possible consolidation of like functions through a task force or similar approach, or reorganization of library structure.

5) As an aid to library administrators, professional staff, and city officials in the understanding of the municipal library function.

6) As an aid to library administrators in making comparative evaluations of their own organizations.

7) As case study material for library schools.

CITY ORDINANCES

The Inglewood Municipal Code contains sections on the City Library. It notes the creation of the Library Department, the establishment of the Library Board, the powers and duties of the Library Director, and the creation of a Library Fund. Especially relevant to this report is Code Section 2-162 creating the Library Department and outlining its function. The full texts of these code sections are reproduced below.

INGLEWOOD MUNICIPAL CODE

Section 2-98. Library Board.

A Library Board is hereby created and established to perform the functions designated in this Article.

Section 2-99. Membership of Board.

The Library Board shall consist of five members who shall be designated respectively as Board Members Nos. 1, 2, 3, 4, and 5.

Board Member No. 1 shall be a citizen residing in Councilmanic District No. 1 of the City and shall be appointed by the Mayor with the approval of the City Council from nominees submitted by the Councilman from said Councilmanic District.

Board Member No. 2 shall be a citizen residing in Councilmanic District No. 2 of the City and shall be appointed by the Mayor with the approval of the City Council from nominees submitted by the Councilman from said Councilmanic District.

Board Member No. 3 shall be a citizen residing in Councilmanic District No. 3 of the City and shall be appointed by the Mayor with the approval of the City Council from nominees submitted by the Councilman from said Councilmanic District.

Board Member No. 4 shall be a citizen residing in Councilmanic District No. 4 of the City and shall be appointed by the Mayor with the approval of the City Council from nominees submitted by the Councilman from said Councilmanic District.

Board Member No. 5 shall be a citizen of the City and shall be appointed by the Mayor, with the approval of the City Council, from the citizens at large of the City.

Section 2-100. Terms of Board Members.

Members of the Library Board shall each serve for a term of four years; one member at large serving a term which expires June 30, 1972, two members (Numbers 3 and 4) serving terms which expire June 30, 1973 and two members (Numbers 1 and 2) serving terms which expire June 30, 1975.

Section 2-101. Library Board Organization.

The Library Board shall select from its members a chairman and a vice chairman, who shall serve as such during the pleasure of the Board. The Board shall also designate a secretary who shall serve as such during the pleasure of the Board. The secretary may, but need not be, a person in the Civil Service System of the City. The compensation of the secretary, as such, shall be determined by the City Council, but the Board shall have the right to make recommendations with reference thereto.

Section 2-102. Vacancies.

A vacancy occurring in the office of Board Member for any reason shall be filled by the City Council for the balance of the unexpired term.

Section 2-103. Meetings of Board.

The Board shall hold at least one regular meeting of such Board in each calendar month at the time and place fixed by the City Council by resolution.

Section 2-104. Unexcused Absences.

Any Board Member who absents himself from any three consecutive regular meetings of said Library Board; unless excused from such attendance by consent of such Board, expressed by action of record in its official minutes or who is absent from a total of five regular meetings of said Board in any six months period without such consent of such Board, so expressed of record in its official minutes, shall thereby automatically forfeit his position or office as a member of said Library Board, and the name of such person shall be automatically removed from the membership of said Board immediately after the adjournment of any such third consecutive meeting or of any such fifth meeting in any such six months period, as the case may be, at which such Board Member has not appeared. The Secretary of the Board shall thereupon promptly notify the removed person and the City Council of the fact of such removal.

Section 2-105. Board Member Expenses.

The members of the Library Board shall receive no compensation for their services as such, but shall be entitled to their reasonable and necessary expenses incurred and expended in the performance of their respective duties and functions as such Board Members.

Section 2-106. Duties and Functions of Board.

The Library Board shall have the following duties and functions:

(a) to act in a general advisory capacity to the City Council in all matters pertaining to the municipal library operation and particularly to advise the City Council concerning the following:

(1) recommend concerning library services offered to the community and the need for additional or expanded service and facilities;

(2) recommend fees and charges necessary to be instituted or modified by the Library system;

(3) recommend hours of operation of library facilities;

(4) recommend the desirability of establishment or termination of reciprocal relationships with other library systems, including the borrowing, lending, or exchange of library material with other libraries;

(5) recommend rules and regulations pertaining to the borrowing of library materials by non-residents and general conditions concerning the issuance of library cards or borrowing privileges; and

(6) recommend as to the acceptance or rejection of all offers of donations of money, personal property or real estate to be used for library purposes except as provided otherwise in this Article.

(b) to accept on behalf of the City all offers of donations of money or personal property, where no conditions or burdens are attached to such offer.

(c) to assist and consult with the Library Director in the establishment of a book selection policy.

(d) to adopt rules and regulations for its own organization and government consistent with the Charter of the City of Inglewood and this code.

(e) to keep accurate records of its acts and procedures in a suitable minute book which shall be open at all times during regular business hours to public inspection.

Section 2-162. Library Department. Functions.

The Library Department is hereby created and established to perform the following functions:

(a) Operate the City library system, providing free library service to the citizens of the City and to the citizens of any other governmental jurisdiction under and pursuant to any contractual relationships or reciprocal agreements entered into by the City Council between the City and said other jurisdictions, and to advise patrons in the use of the facilities thereof.

(b) Select, order, organize, maintain and circulate books, periodicals, newspapers, audio-visual materials, art works, and other informational media.

(c) Maintain and assist patrons in the use of reference and other resources of the library system, and to advise readers thereon.

(d) Provide staff assistance to the Library Board.

(e) Perform such other duties as may be assigned by the City Council or Administrative Officer.

Section 2-163. Library Director. Powers and Duties.

The Library Director shall have the following powers and duties:

(a) Act as the administrative head of the Library Department and the library system.

(b) To advise and recommend to the Library Board concerning operation of the library and the functions of the Library Board.

(c) To submit requisitions for the purchase of all materials and services needed for the operation and maintenance of the library system, in accordance with purchasing and other procedures adopted by the City Council or Administrative Officer.

(d) To prepare, with advice of the library Board, an annual operating budget for the library system, and submit the same to the Administrative Officer, together with appropriate comments which he or the Library Board may deem appropriate.

(e) To carry out those additional duties assigned by the City Council or Administrative Officer.

Section 2-217. Library Fund.

A "Library Fund" is hereby created into which shall be paid proceeds of an assessment of each one hundred dollars ($100) of assessed value of the City, which levy and amount shall be sufficient to meet the annual obligations of the library, as provided for by Article III, Section 4, Eighty-third Power of the Charter of the City of Inglewood. Such tax shall be levied and collected each year in the same manner and at the same time as the general tax for municipal purposes is levied and collected.

LIBRARY BOARD

OBJECTIVE

The Library Board will serve in a general advisory capacity to the City Council and Library Director concerning the operation of the Library.

GOALS

Budget

Assist in the preparation of the annual operating budget of the Library to insure adequate financing.

Community relations

Be aware of the library needs and desires of the citizens and interpret this information to the City Council and Library Director.

Be aware of social, cultural, and economic conditions in the community and how they relate to the needs for library service.

Latest developments

Keep informed on library trends, developments, and progress so that the program can constantly grow and change with modern requirements.

Be aware of general public library services and facilities in order to make recommendations to the City Council and Library Director and to interpret these in terms of improving City library service.

ACTIVITIES

Budget

Review the annual Library budget request and recommend changes and additions.

Community relations

Enlist civic leaders in promoting better library service.

Review and encourage offers of donations of money, books, or other personal property.

Survey and promote the total library resources of the community.

Participate in selected library programs such as National Library Week.

Cooperation

Participate in activities of the Friends of the Library.

Review methods in which the public library and schools can work together to develop lifetime reading habits in youth.

Latest developments

Visit library facilities and evaluate services, equipment, and facilities.

Attend library conferences, meetings, and workshops.

Review library legislation and standards.

Materials

Assist and consult with the Library Director in establishment of a library materials selection policy.

Materials circulation

Evaluate methods for lending of library materials to non-residents.

Evaluate library borrowing procedures.

Policies and procedures

Hold formal monthly meetings and maintain meeting records.

Review fees and charges to be instituted, cancelled, or modified by the library system.

Review hours of operation of Library facilities.

Evaluate reciprocal relationships with other library systems in terms of new agreements or termination of agreements.

Services

Review library activities by means of (1) reports and studies submitted to them, (2) consultation, and (3) personal visits, with a view toward maintaining and increasing effectiveness of library services.

4

LIBRARY DEPARTMENT

OBJECTIVE

The Inglewood Public Library, as a civic institution, will provide citizens—young and old—with free library service which they will find useful and valuable for their own purposes.

[The Library, as a department of the City, operates within the framework established by the City Council and in accordance with policies established by the City administration.]

GOALS

Budget

Attempt to secure funding adequate to enable the Department to perform its service objectives.

Administer its budget allocation to make the most effective use of funds.

Community relations

Promote public awareness of services the Library renders by utilizing all communications media.

Re-evaluate effectiveness of the Library's resources, services, programs, policies, and procedures on a continuous basis through prompt response to citizen reaction and through studies, reports and documentation of activities.

Become acquainted with the nature of the community; observe community changes and adjust policies and services to a changing community.

Provide a focal point for exchange of City information, group discussion, and cultural activities.

Cooperation

Work with groups, organizations, and other agencies.

Work with the Library Board to further library objectives as provided in the Inglewood Municipal Code.

Provide all forms of assistance to the various City departments as required.

Latest developments

Be continually aware of new knowledge and developments in the library field and apply where appropriate.

Be aware of current developments in municipal activities and technology.

Materials

Select, acquire, and process (as an attractive product) library materials of all types with minimum delay to the user, and provide accurate public records for all materials.

Materials circulation

Provide a means for the public to borrow and return library materials; make library materials accessible to the public.

Provide procedures for retrieving overdue library materials and registering borrowers.

Personnel

Attempt to secure sufficient staff to offer consistently efficient service.

Make maximum use of staff and volunteer assistance.

Policies and procedures

Develop library policies and procedures that are effective and public service oriented.

Subscribe to the principles of the American Library Association's Bill of Rights; combat attempts at censorship and any form of prejudice.

Reference and information

Effectively interpret the Library's resources to the public.

Services

Provide resources, services, and programs for adults, young adults (ages 14 through 18), and children (pre-school through junior high school), utilizing assigned areas and employing librarians specially trained to serve these groups.

Provide hours of service convenient to all residents of the community.

Enter into no-cost reciprocal agreements with other libraries in the area that maintain the same general level of service.

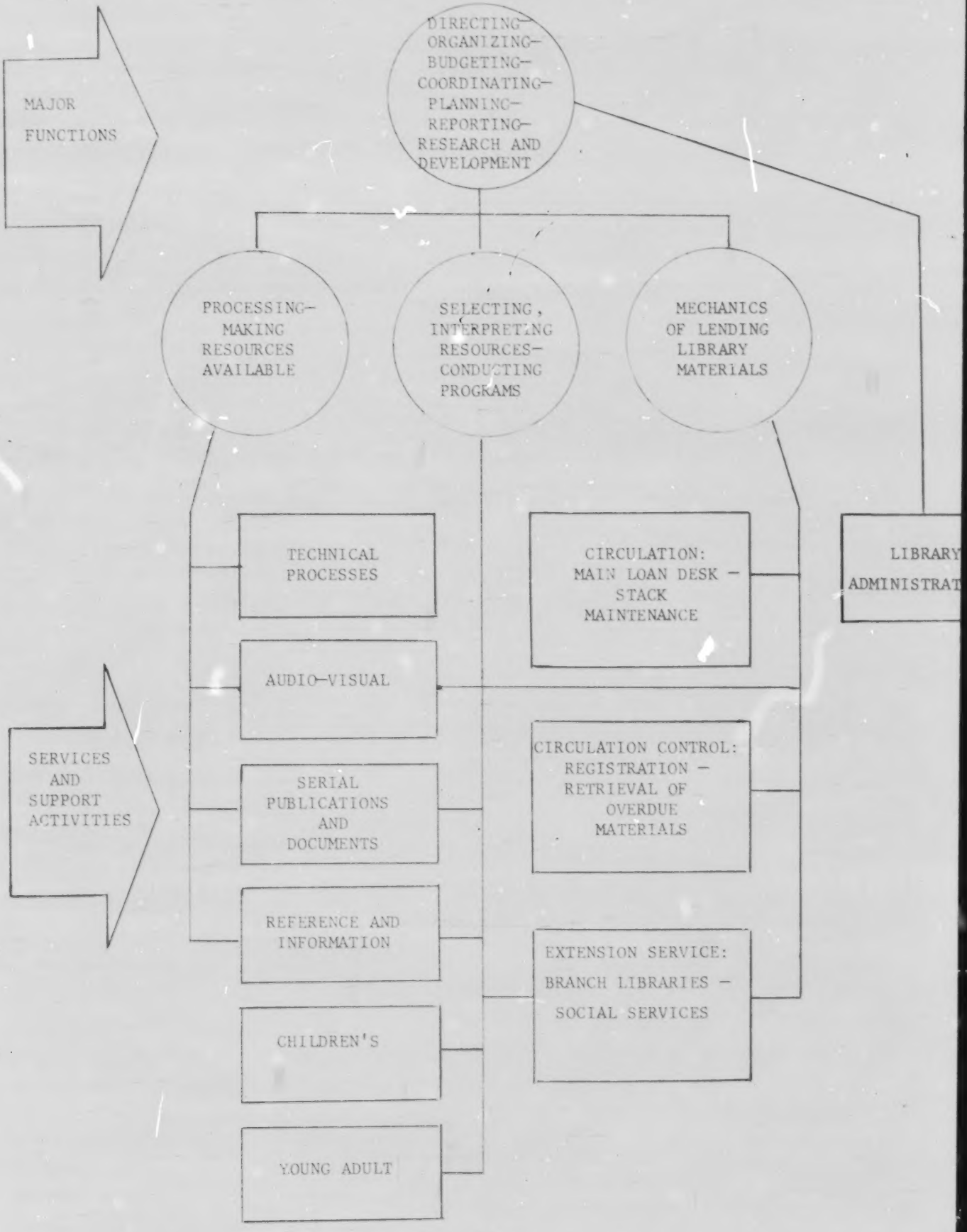
Provide a convenient neighborhood library service through branch libraries with resources, services, programs, and hours of opening which reflect the needs of the surrounding community and stimulate its interests.

Provide, as adjunct to the public services divisions, the serial, continuation, microform, and document resources needed and wanted by the community.

Provide audio-visual materials, services, and programs utilizing assigned areas and employing audio-visual librarians; provide exhibits.

Provide extended library services to those in the community not fully able to use library service in its traditional form.

MAJOR FUNCTIONS OF THE LIBRARY: HOW DIVISIONS (SERVICES AND SUPPORT ACTIVITIES) RELATE.



GENERAL GOALS AND ACTIVITIES

As indicated in the introduction, the goals study was begun by requesting division heads and their staff to formulate objectives, goals, and activities. This was followed by a series of conferences with the Library's administrative staff resulting in more clarified concepts. The study was then assembled and reviewed by the staff.

After the last staff review an analysis of the goals and activities indicated many common goals and activities. We observed that some goals and activities of a general nature were not included in other divisions where applicable. It was, therefore, necessary to re-evaluate and restate those goals and activities that were common to most or all divisions.

It should be noted that although there are many goals and activities in common, each division interprets these goals and performs these activities in a manner relating to its divisional requirements.

The following is a listing of general or common goals and activities (that is, common to three or more divisions) arranged by subject.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.
(All divisions except Information)

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.
(All divisions)

Maintain a business-like appearance and attitude with the public and staff.
(All divisions)

Develop an awareness of the nature and resources of the surrounding community.
(All divisions)

Promote public awareness of services the Library renders by utilizing all possible communications media.
(All divisions)

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.
(All divisions)

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.
(All divisions)

Participate in City-wide programs.
(All divisions)

Involve community members in planning of and participation in library service and programs.
(All divisions except Circulation, Circulation Control, Office, Serials, Technical Processes)

Be aware of and initiate assistance when need is evident.
(All divisions except Office, Technical Processes)

Work with groups, organizations, and other agencies.
(All divisions)

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.
(All divisions)

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.
(All divisions)

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.
(All divisions except Circulation, Circulation Control, Information, Office, Technical Processes)

Encourage library users and staff to make order suggestions.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Materials circulation

Provide a procedure for charging, receiving, and reserving library materials that will be easy to use, accurate, and require a minimum transaction time.
(Audio-visual, Circulation, Circulation Control, Extension, Social Services)

Materials maintenance

Insure that library materials are promptly reshelved when returned and that stacks are in good order.
(Audio-visual, Circulation, Extension, Serials, Social Services)

Insure that library materials are in good condition before being reshelved.
(Audio-visual, Circulation, Extension, Serials, Social Services)

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.
(All divisions except Circulation, Circulation Control, Information, Office)

Provide fully processed library materials that are attractively packaged for the public.
(All divisions except Circulation, Circulation Control, Information, Office)

Review and evaluate procedures on a continuing basis to insure an efficient flow of library materials through all processing stations.
(Audio-visual, Reference, Serials, Social Services, Technical Processes)

Personnel

Make maximum use of staff.
(All divisions)

Provide a productive and pleasant working environment.
(All divisions)

Policies and procedures

Be aware of Library policies and procedures.
(All divisions)

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.
(All divisions)

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.
(All divisions)

Reference and information

Provide reference and information services.
(All divisions except Circulation, Circulation Control, Office)

Give readers advisory service.
(All divisions except Circulation, Circulation Control, Information, Office, Technical Processes)

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.
(All divisions)

Teach the public how to find library materials.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Have at least one well-trained reference librarian on duty at all times the Library is open.
(Audio-visual, Children's, Extension, Reference, Young Adult)

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.
(All divisions except Office, Technical Processes)

Provide for adequate manpower and materials to continue any initiated or planned services or programs.
(All divisions)

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.
(All divisions)

Develop programs responsive to community needs.
(Audio-visual, Children's, Extension, Social Services, Young Adult)

Provide guidance and training in the use of the Library to promote knowledge and reading enjoyment.
(Audio-visual, Children's, Extension, Reference, Serials, Young Adult)

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.
(All divisions)

Be aware of building maintenance needs.
(All divisions)

Volunteers

Make maximum use of volunteer assistance.
(All divisions)

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.
(All divisions except Information)

Community relations

Prepare news releases, brochures, leaflets, and posters.
(All divisions)

Prepare booklists.
(All divisions except Circulation, Circulation Control, Technical Processes)

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.
(All divisions)

Give talks and demonstrations; conduct library orientations.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Arrange displays of library materials.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Maintain public bulletin boards.
(All divisions except Circulation Control, Technical Processes)

Attend and participate in community meetings and activities.
(All divisions)

Make studies and reports.
(All divisions)

Actively seek out and assist the public in the use of library resources.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Organize group activities which utilize library facilities and resources.
(All divisions except Circulation, Circulation Control, Office, Serials, Technical Processes)

Request information concerning community changes from the City Planning Department and other City departments.
(All divisions except Circulation, Circulation Control, Technical Processes)

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.
(All divisions)

Cooperation

Request materials and services from other Library divisions.
(All divisions)

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.
(All divisions)

Materials

Review library media, order suggestions, and use indicators as a basis for selection.
(All divisions except Circulation, Circulation Control, Office)

Review new library materials as received.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Analyze library collections and withdraw materials no longer suitable.
(All divisions except Circulation, Circulation Control, Office)

Supply trade bibliographic information on order and withdrawal records.
(Audio-visual, Children's, Extension, Serials)

Conduct inventories of library materials.
(All divisions except Circulation Control, Office)

Consult with vendors of library materials and publishers' representatives.
(All divisions except Circulation, Circulation Control, Information, Office)

Return defective or unwanted library materials.
(Audio-visual, Serials, Technical Processes)

Materials circulation

Charge and receive library materials.
(Audio-visual, Circulation, Extension, Social Services)

Reserve library materials and maintain files.
(All divisions except Serials, Technical Processes)

Collect fines on overdue library materials.
(Audio-visual, Circulation, Circulation Control, Extension)

Search public stacks for requested library materials.
(All divisions except Office)

Receive and route library materials.
(All divisions except Office)

Materials maintenance

Inspect, collate, and clean library materials.
(Audio-visual, Circulation, Extension, Serials, Social Services)

Shelve returned library materials and shelf-read stacks on a continuous basis.
(Audio-visual, Circulation, Extension, Reference, Serials, Social Services)

Appraise damaged library materials.
(Audio-visual, Circulation Control, Extension, Serials, Technical Processes)

Mend library materials requiring minor repairs.
(Audio-visual, Circulation, Extension, Serials, Technical Processes)

Materials processing

Order, receive, and process library materials.
(Audio-visual, Serials, Social Services, Technical Processes)

Cover library materials with plastic.
(Audio-visual, Children's, Circulation, Extension, Serials)

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.
(All divisions except Information)

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.
(All divisions)

Insure that staffing is provided at all public desks.
(All divisions)

Conduct staff meetings.
(All divisions)

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.
(All divisions)

Explain Library policies and procedures to the public.
(All divisions)

Review procedures, activities, and services, and incorporate changes in division manual revision.
(All divisions)

Records and files

File and withdraw public catalog cards and records, accurately and promptly.
(All divisions except Circulation, Circulation Control, Office)

Prepare and file correspondence and compile statistics.
(All divisions)

Maintain account records for divisional library materials.
(Audio-visual, Serials, Technical Processes)

Initiate claims for library materials not received.
(Audio-visual, Office, Serials, Technical Processes)

Receive and record money accurately.
(Audio-visual, Circulation, Circulation Control, Extension, Office)

Reference and information

Explain the resources, catalogs, and indexes to the public.
(All divisions except Circulation, Circulation Control, Office)

Answer reference questions.
(All divisions except Circulation, Circulation Control, Information, Office, Technical Processes)

Assist the public in the location of library materials.
(All divisions except Circulation, Circulation Control, Office, Technical Processes)

Have a general knowledge of the duties and operating procedures involved in manning public desks.
(All divisions)

Direct and explain to the public the use of the library facility.
(All divisions)

Assist the public in the location of materials and services not provided by the library system.
(All divisions)

Services

Prepare and evaluate questionnaires concerning services.
(All divisions except Office, Technical Processes)

Conduct staff conferences to plan and evaluate services and programs.
(All divisions except Office, Technical Processes)

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.
(All divisions)

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.
(All divisions)

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.
(All divisions)

Inspect and clean equipment and request maintenance service as required.
(All divisions)

Survey public areas of the Library for maintenance needs.
(All divisions)

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.
(All divisions)

EXTENSION DIVISION

DIVISION OBJECTIVE

The Extension Division will provide convenient neighborhood library service through branch libraries with resources, services, programs, and hours of opening which reflect the needs of the surrounding community and stimulate its interests.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Involve community members in planning of and participation in library service and programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.

Encourage library users and staff to make order suggestions.

Materials circulation

Provide a procedure for charging, receiving, and reserving library materials that will be easy to use, accurate, and require a minimum transaction time.

Materials maintenance

Insure that library materials are promptly reshelved when returned and that stacks are in good order.

Insure that library materials are in good condition before being reshelved.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Give readers advisory service.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Have at least one well-trained reference librarian on duty at all times the Library is open.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Develop programs responsive to community needs.

Provide guidance and training in the use of the Library to promote knowledge and reading enjoyment.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Actively seek out and assist the public in the use of library resources.

Organize group activities which utilize library facilities and resources.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Review new library materials as received.

Analyze library collections and withdraw materials no longer suitable.

Supply trade bibliographic information on order and withdrawal records.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Materials circulation

Charge and receive library materials.

Reserve library materials and maintain files.

Collect fines on overdue library materials.

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Inspect, collate, and clean library materials.

Shelve returned library materials and shelf-read stacks on a continuous basis.

Appraise damaged library materials.

Mend library materials requiring minor repairs.

Materials processing

Cover library materials with plastic.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Receive and record money accurately.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Answer reference questions.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

LIBRARY OFFICE

DIVISION OBJECTIVE

The Library Office will provide centralized direction for all Library divisions, furnishing information necessary for the efficient internal operation of the Department and for the Department's relations with other City departments as well as outside organizations and individuals.

DIVISION GOALS

Budget

Administer and coordinate Library fiscal procedures.

Cooperation

Act as liaison with the Library Board and the Friends of the Library.

Personnel

Administer the Library's personnel program.

Implement the City's affirmative action program in the Library.

Policies and procedures

Insure that pertinent information is promptly conveyed to employees.

Public relations

Coordinate an active publication program.

Serve as reception point for callers on library business.

Records and files

Expeditiously handle correspondence to, from, and within the Library.

Supplies, equipment, and maintenance

Provide for the efficient physical operation of the Library.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Personnel

Make maximum use of staff.
Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Services

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Budget

Coordinate budget preparation and administration.

Personnel

Interpret provisions of salary plans, Civil Service Regulations, and other documents relating to City personnel policy.

Take prompt action to improve working conditions.

Obtain interpretations of City personnel policies in case of disagreement or as otherwise required.

Define library positions in terms of requirements, duties, and responsibilities.

Accept and process applications for Library positions; maintain eligible lists for use in filling vacancies.

Coordinate personnel scheduling and provide staffing in emergency situations.

Work with division heads in planning more efficient use of employee time and in measuring employee effectiveness.

Conduct and up-date surveys of personnel by race and sex.

Implement a program of employee safety.

Coordinate scheduling of Library delivery clerk.

Schedule and arrange for testing of applicants and employees (for part-time positions).

Policies and procedures

Prepare and distribute memos to Library staff regarding policies and procedures to be followed in the operation of the Library.

Disseminate information to employees regarding activities concerning them.

Public relations

Receive callers.

Record appointments.

Generate reports, incorporating statistics and other information furnished by Library divisions.

Assist in the preparation and editing of Library procedural manuals, studies, and publicity releases.

Records and files

Process payroll information accurately and adjust records as required.

Maintain complete files of all incoming and outgoing memos and other correspondence.

Prepare outgoing Library correspondence in acceptable final form.

Receive and route incoming correspondence by telephone and City inter-departmental mail.

Maintain records of requests for use of Library Lecture Hall.

Receive and review user's reaction forms and route to appropriate divisions for action.

Supplies, equipment, and maintenance

Initiate requisitions for supplies and equipment needed by other Library divisions.

Prepare work orders for maintenance of library buildings and request maintenance service on library equipment.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials circulation

Reserve library materials and maintain files.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

Prepare and file correspondence and compile statistics.

Initiate claims for library materials not received.

Receive and record money accurately.

Reference and information

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the Library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

CIRCULATION DIVISION

DIVISION OBJECTIVE

The Circulation Division will provide a means for the public to borrow and return library materials; make library materials accessible to the public.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials circulation

Provide a procedure for charging, receiving, and reserving library materials that will be easy to use, accurate, and require a minimum transaction time.

Materials maintenance

Insure that library materials are promptly reshelved when returned and that stacks are in good order.

Insure that library materials are in good condition before being reshelved.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Attend and participate in community meetings and activities.

Make studies and reports.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials circulation

Charge and receive library materials.

Reserve library materials and maintain files.

Collect fines on overdue library materials.

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Inspect, collate, and clean library materials.

Shelve returned library materials and shelf-read stacks on a continuous basis.

Mend library materials requiring minor repairs.

Materials processing

Cover library materials with plastic.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

Prepare and file correspondence and compile statistics.

Receive and record money accurately.

Reference and information

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

CIRCULATION CONTROL

DIVISION OBJECTIVE

The Circulation Control Division will maintain records of library materials charged, provide a procedure for retrieving overdue materials; and register library borrowers.

DIVISION GOALS

Provide a procedure for the registration of library users that will secure adequate information with minimum inconvenience to the borrower.

Provide an effective procedure for informing the public of overdue library materials.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials circulation

Provide a procedure for charging, receiving, and reserving library materials that will be easy to use, accurate, and require a minimum transaction time.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Materials circulation

Discuss overdues problems with borrowers in person or by telephone.

Assist applicants in completing registration forms; interpret and explain registration policy to the public.

Telephone delinquent borrowers and pick up materials at their homes.

File complaints and appear in small claims court.

Type overdues notices and statements; locate appropriate film frames and take prints.

Keysort transaction cards and maintain keysort files.

Materials maintenance

Advise the Technical Processes Division of lost and damaged library materials.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Attend and participate in community meetings and activities.

Make studies and reports.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials circulation

Reserve library materials and maintain files.

Collect fines on overdue library materials.

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Appraise damaged library materials.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

Prepare and file correspondence and compile statistics.

Receive and record money accurately.

Reference and information

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

REFERENCE DIVISION

DIVISION OBJECTIVE

The Reference Division will provide specialized service to adults by assisting them to locate and use adult library materials and will perform readers advisory service employing reference librarians.

DIVISION GOALS

Reference and information

Learn the Library collection as thoroughly as possible.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Involve community members in planning of and participation in library service and programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.

Encourage library users and staff to make order suggestions.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Review and evaluate procedures on a continuing basis to insure an efficient flow of library materials through all processing stations.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Give readers advisory service.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Have at least one well-trained reference librarian on duty at all times the Library is open.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Provide guidance and training in the use of the Library to promote knowledge and reading enjoyment.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Latest developments

Be familiar with the City administration, policies, and function, and its relationship to the public.

Materials

Process interlibrary loan requests.

Assign subject headings to pamphlet file and Library Service Collection materials.

Records and files

Maintain publicity files.

Read metropolitan and local newspapers daily (off-desk).

Services

Give priority service to those who appear in person.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Actively seek out and assist the public in the use of library resources.

Organize group activities which utilize library facilities and resources.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Review new library materials as received.

Analyze library collections and withdraw materials no longer suitable.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Materials circulation

Reserve library materials and maintain files.

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Shelve returned library materials and shelf-read stacks on a continuous basis.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Answer reference questions.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the Library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

INFORMATION SERVICE

INFORMATION SERVICE OBJECTIVE

The Information Service, as a section of the Reference Divisior, provide the Library's initial contact with the citizen who requests information concerning library services and materials.

INFORMATION SERVICE GOALS

Reference and information

Provide a limited ready reference service including information on community activities.

Seek and be aware of information concerning activities of and within the city.

Provide information service in Spanish.

GENERAL GOALS

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of the services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Involve community members in planning of and participation in library service and programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Encourage library users and staff to make order suggestions.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

INFORMATION SERVICE ACTIVITIES

Records and files

Maintain a file of schedules of Library divisions, list of Library personnel, and schedules of library programs and activities.

Maintain a file of community organizations, activities, and personalities.

Reference and information

Assess needs of the public, in person or by telephone, for possible referral to another station.

Take necessary follow-up steps in the absence of the staff member concerned to insure necessary action is taken.

Verify for completeness and correctness all book request forms prepared by the public.

Provide information from ready reference sources located at the information desk.

Provide the public with and assist the public in the use of trade bibliographies.

GENERAL ACTIVITIES

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Actively seek out and assist the public in the use of library resources.

Organize group activities which utilize library facilities and resources.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Review new library materials as received.

Analyze library collections and withdraw materials no longer suitable.

Conduct inventories of library materials.

Materials circulation

Reserve library materials and maintain files.

Search public stacks for requested library materials.

Receive and route library materials.

Personnel

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the Library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

SERIAL PUBLICATIONS AND DOCUMENTS DIVISION

DIVISION OBJECTIVE

The Serial Publications and Documents Division, as adjunct to the public services divisions, will provide the serial, continuation, microform, and document resources needed and wanted by the community.

DIVISION GOALS

Provide an efficient mail and materials routing service.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.

Encourage library users and staff to make order suggestions.

Materials maintenance

Insure that library materials are promptly reshelved when returned and that stacks are in good order.

Insure that library materials are in good condition before being reshelved.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Review and evaluate procedures on a continuing basis to insure an efficient flow of library materials through all processing stations.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Give readers advisory service.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Provide guidance and training in the use of the Library to promote knowledge and reading enjoyment.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Materials processing

Prepare, receive, and process bindery shipments.

Records and files

Maintain shelf list for continuations and documents.

Maintain want list of serials, continuations, and documents.

Sort and route mail.

Maintain visifile of serial publications for public use.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Actively seek out and assist the public in the use of library resources.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Review new library materials as received.

Analyze library collections and withdraw materials no longer suitable.

Supply trade bibliographic information on order and withdrawal records.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Return defective or unwanted library materials.

Materials circulation

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Inspect, collate, and clean library materials.

Shelve returned library materials and shelf-read stacks on a continuous basis.

Appraise damaged library materials.

Mend library materials requiring minor repairs.

Materials processing

Order, receive, and process library materials.

Cover library materials with plastic.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Maintain account records for divisional library materials.

Initiate claims for library materials not received.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Answer reference questions.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

CHILDREN'S DIVISION

DIVISION OBJECTIVE

Provide specialized resources, services, and programs for children (pre-school through junior high school) utilizing assigned areas and employing children's librarians.

DIVISION GOALS

Cooperation

Serve to supplement and enrich, rather than substitute for, the school library.

Reference and information

Provide guidance and assistance to parents and other adults who are attempting to nurture knowledge, reading enjoyment, and the use of the Library by children.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Involve community members in planning of and participation in library service and programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.

Encourage library users and staff to make order suggestions.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Give readers advisory service.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Have at least one well-trained reference librarian on duty at all times the Library is open.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Develop programs responsive to community needs.

Provide guidance and training in the use of the Library to promote knowledge and reading enjoyment.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Cooperation

Confer periodically with Technical Processes Division staff concerning the processing of children's materials.

Policies and procedures

Review and revise Library of Congress classification adapted for children's library materials.

Services

Arrange school programs upon request and schedule school visits.

Conduct story hours, preschool, film, and related programs.

Plan and present children's programs related to community events and holidays.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Actively seek out and assist the public in the use of library resources.

Organize group activities which utilize library facilities and resources.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Review new library materials as received.

Analyze library collections and withdraw materials no longer suitable.

Supply trade bibliographic information on order and withdrawal records.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Materials circulation

Reserve library materials and maintain files.

Search public stacks for requested library materials.

Receive and route library materials.

Materials processing

Cover library materials with plastic.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Answer reference questions.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

YOUNG ADULT DIVISION

DIVISION OBJECTIVE

The Young Adult Division will provide specialized resources, services, and programs for young adults (ages 14 through 18) utilizing assigned areas and employing young adult librarians.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Involve community members in planning of and participation in library service and programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.

Encourage library users and staff to make order suggestions.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Give readers advisory service.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Have at least one well-trained reference librarian on duty at all times the Library is open.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Develop programs responsive to community needs.

Provide guidance and training in the use of the Library to promote knowledge and reading enjoyment.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Materials

Establish a book selection committee composed of the Library's young adult librarians and young adults.

Maintain career guidance files and young adult community activity file.

Public relations

Initiate a young adult community service group, whose members would act as neighborhood liaison between the Library and the community.

Services

Conduct a discussion group which considers topics that are relevant to young adults.

Offer a vocational guidance program which includes library materials, speakers, and field-trips.

Create a tutoring service sponsored by young adults and geared to assisting young adults.

Develop projects geared to the interests and needs of out-of-school youths.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Actively seek out and assist the public in the use of library resources.

Organize group activities which utilize library facilities and resources.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Review new library materials as received.

Analyze library collections and withdraw materials no longer suitable.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Materials circulation

Reserve library materials and maintain files.

Search public stacks for requested library materials.

Receive and route library materials.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Answer reference questions.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

AUDIO-VISUAL DIVISION

DIVISION OBJECTIVE

The Audio-visual Division will provide specialized audio-visual materials, services, and programs utilizing assigned areas and employing audio-visual librarians, and provide exhibits.

DIVISION GOALS

Community relations

Promote, plan, and produce displays and exhibits creating an attractive atmosphere.

Materials

Recognize and utilize the unique qualities of multi-media materials, realizing the special needs of those who may not normally use the Library's book resources.

Reference and information

Interpret multi-media resources to the public and the Library staff.

Services

Provide programs utilizing multi-media materials.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Involve community members in planning of and participation in library service and programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.

Encourage library users and staff to make order suggestions.

Materials circulation

Provide a procedure for charging, receiving, and reserving library materials that will be easy to use, accurate, and require a minimum transaction time.

Materials maintenance

Insure that library materials are promptly reshelved when returned and that stacks are in good order.

Insure that library materials are in good condition before being reshelved.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Review and evaluate procedures on a continuing basis to insure an efficient flow of library materials through all processing stations.

rsonnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Give readers advisory service.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Have at least one well-trained reference librarian on duty at all times the Library is open.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Develop programs responsive to community needs.

Provide guidance and training in the use of the Library to promote knowledge and reading enjoyment.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Community relations

Select, design, and schedule exhibits.

Ship, set up, and return exhibits.

Latest developments

Locate and contact sources of exhibit materials and visit source locations.

Materials

Preview multi-media materials.

Materials processing

Perform descriptive cataloging and classification, using Library of Congress classification for selected adult material and adapted Library of Congress classification for children's material.

Verify and modify Library of Congress card information.

Services

Plan, coordinate, schedule, and conduct multi-media programs and workshops inside and outside the Library.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Prepare booklists.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Give talks and demonstrations; conduct library orientations.

Arrange displays of library materials.

Maintain public bulletin boards.

Attend and participate in community meetings and activities.

Make studies and reports.

Actively seek out and assist the public in the use of library resources.

Organize group activities which utilize library facilities and resources.

Request information concerning community changes from the City Planning Department and other City departments.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Review new library materials as received.

Analyze library collections and withdraw materials no longer suitable.

Supply trade bibliographic information on order and withdrawal records.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Return defective or unwanted library materials.

Materials circulation

Charge and receive library materials.

Reserve library materials and maintain files.

Collect fines on overdue library materials.

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Inspect, collate, and clean library materials.

Shelve returned library materials and shelf-read stacks on a continuous basis.

Appraise damaged library materials.

Mend library materials requiring minor repairs.

Materials processing

Order, receive, and process library materials.

Cover library materials with plastic.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Maintain account records for divisional library materials.

Initiate claims for library materials not received.

Receive and record money accurately.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Answer reference questions.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

SOCIAL SERVICES DIVISION

DIVISION OBJECTIVE

The Social Services Division will provide special library service to those in the community who are not fully able to use library service in its traditional form.

DIVISION GOALS

Community relations

Become conversant with the physical and psychological problems affecting the handicapped using library materials.

Materials circulation

Facilitate transportation of library materials to any patron unable to use the Library.

Services

Establish and maintain library collections and services for local institutions.

Supplies, equipment, and maintenance

Provide special materials and equipment usually inaccessible to the handicapped.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Be aware of public needs for information and library resources available in order to provide the means to answer these needs.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Involve community members in planning of and participation in library service and programs.

Be aware of and initiate assistance when need is evident.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials

Identify and select library materials, based on an approved selection policy, so as to provide an ample collection of all forms of library materials that reflect the interests and needs of the community.

Review and evaluate resources on a continuing basis to insure collections are current and continue to reflect the needs of the community.

Encourage library users and staff to make order suggestions.

Materials circulation

Provide a procedure for charging, receiving, and reserving library materials that will be easy to use, accurate, and require a minimum transaction time.

Materials maintenance

Insure that library materials are promptly reshelved when returned and that stacks are in good order.

Insure that library materials are in good condition before being reshelved.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Review and evaluate procedures on a continuing basis to insure an efficient flow of library materials through all processing stations.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Give readers advisory service.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Teach the public how to find library materials.

Services

Review and evaluate services on a continuing basis to insure a service that is responsive to the public.

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Analyze library collections and withdraw materials no longer suitable.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Materials circulation

Charge and receive library materials.

Reserve library materials and maintain files.

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Inspect, collate, and clean library materials.

Shelve returned library materials and shelf-read stacks on a continuous basis.

Materials processing

Order, receive, and process library materials.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Answer reference questions.

Assist the public in the location of library materials.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the Library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Prepare and evaluate questionnaires concerning services.

Conduct staff conferences to plan and evaluate services and programs.

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

TECHNICAL PROCESSES DIVISION

DIVISION OBJECTIVE

The Technical Processes Division will provide public service indirectly by acquiring, processing, and maintaining library materials, maintaining related records, and serving as a support unit by supplying technical assistance and interpreting technical processing operations.

DIVISION GOALS

Materials

Provide an efficient method for procuring library materials at the best discount.

Personnel

Provide a professional staff of librarians experienced in technical processing operations, descriptive cataloging, and Library of Congress classification.

GENERAL GOALS

Budget

Recommend realistic divisional budget requirements and make the most effective use of the budget allocation.

Community relations

Keep in mind that the Library is a public service agency and make every effort to be courteous and helpful while displaying judgment and tact.

Maintain a business-like appearance and attitude with the public and staff.

Develop an awareness of the nature and resources of the surrounding community.

Promote public awareness of services the Library renders by utilizing all possible communications media.

Develop and maintain an atmosphere of trust and cooperation with the community involving both an organized and spontaneous approach to public relations activities.

Conduct studies and research, both original and secondary, in divisional areas of activity, and make results available.

Participate in City-wide programs.

Work with groups, organizations, and other agencies.

Cooperation

Provide assistance to, receive assistance from, and cooperate with other Library divisions, City departments, and other agencies and groups as required.

Latest developments

Be aware of the latest developments in the division's area of activity and the library field in general and apply where appropriate.

Materials processing

Employ systems of cataloging and processing best suited to the nature of the various media.

Provide fully processed library materials that are attractively packaged for the public.

Review and evaluate procedures on a continuing basis to insure an efficient flow of library materials through all processing stations.

Personnel

Make maximum use of staff.

Provide a productive and pleasant working environment.

Policies and procedures

Be aware of Library policies and procedures.

Review and evaluate procedures on a continuing basis to insure a service that is responsive to the public.

Records and files

Provide and maintain accurate, complete, up-to-date records, catalogs, and files.

Reference and information

Provide reference and information services.

Be aware of the Library organization, structure, and personnel so that the public can be directed to the proper source for assistance.

Services

Provide for adequate manpower and materials to continue any initiated or planned services or programs.

Be aware of public reaction toward Library services, resources, procedures, programs, and facilities.

Supplies, equipment, and maintenance

Insure adequate supplies are available and that equipment used by the public and staff is kept operable.

Be aware of building maintenance needs.

Volunteers

Make maximum use of volunteer assistance.

DIVISION ACTIVITIES

Cooperation

Confer periodically with division librarians concerning the acquisition, cataloging, and classifying of library materials.

Assist City departments in procuring books.

Materials

Order library materials from book order suggestions, submitted lists, or dealer catalogs.

Materials processing

Perform descriptive cataloging and classification, using Library of Congress classification for adult material and adapted Library of Congress classification for children's material.

Verify and modify Library of Congress card information.

Utilize Library of Congress bibliographic information from the National Union Catalog or other sources.

Prepare, receive, and process bindery shipments.

Order, receive, and process Library of Congress catalog cards.

Records and files

Maintain order files and want lists.

GENERAL ACTIVITIES

Budget

Prepare division's budget request and review budget allocation periodically.

Community relations

Prepare news releases, brochures, leaflets, and posters.

Contact individual community members, local organizations, schools, libraries, institutions, agencies, recreational facilities, and businesses.

Attend and participate in community meetings and activities.

Make studies and reports.

Refrain from making negative statements to the public concerning City policies or activities and avoid personal or controversial subjects.

Cooperation

Request materials and services from other Library divisions.

Latest developments

Read professional literature, attend meetings and conferences, visit libraries, and view demonstrations of new methods and equipment.

Materials

Review library media, order suggestions, and use indicators as a basis for selection.

Analyze library collections and withdraw materials no longer suitable.

Conduct inventories of library materials.

Consult with vendors of library materials and publishers' representatives.

Return defective or unwanted library materials.

Materials circulation

Search public stacks for requested library materials.

Receive and route library materials.

Materials maintenance

Appraise damaged library materials.

Mend library materials requiring minor repairs.

Materials processing

Order, receive, and process library materials.

Personnel

Contact schools and other employment sources in recruiting applicants for positions, utilizing affirmative action standards.

Interview applicants for positions; schedule and supervise personnel; maintain time worked records; prepare work performance reviews and counsel as necessary; determine training needs and conduct specialized in-service training.

Insure that staffing is provided at all public desks.

Conduct staff meetings.

Policies and procedures

Read Library procedural manuals, memos, and reports; disseminate information; report on problem areas and suggest procedural improvements; attend staff meetings.

Explain Library policies and procedures to the public.

Review procedures, activities, and services, and incorporate changes in division manual revisions.

Records and files

File and withdraw public catalog cards and records, accurately and promptly.

Prepare and file correspondence and compile statistics.

Maintain account records for divisional library materials.

Initiate claims for library materials not received.

Reference and information

Explain the resources, catalogs, and indexes to the public.

Have a general knowledge of the duties and operating procedures involved in manning public desks.

Direct and explain to the public the use of the Library facility.

Assist the public in the location of materials and services not provided by the library system.

Services

Inform other Library divisions of public reaction toward Library policies, procedures, services, and resources.

Discontinue any services, programs, activities, or procedures that no longer fulfill the needs of the community.

Supplies, equipment, and maintenance

Request supplies and maintain a stock inventory.

Inspect and clean equipment and request maintenance service as required.

Survey public areas of the Library for maintenance needs.

Volunteers

Contact possible sources of volunteer assistance; prepare job duties list; interview volunteers; train volunteers; schedule and supervise volunteers; maintain records of time worked; and evaluate work performance.

FRIENDS OF THE LIBRARY

OBJECTIVE

The Friends of the Inglewood Public Library will provide a means to encourage public interest in library facilities, resources, and services.

GOALS

Budget

Provide funds for needed library items not included in the budget.

Work for library legislation or appropriations.

Community relations

Create public support for an expanding library program.

Intensify community awareness and use of the Library.

Aid in public relations by informing the community about the Library's services and problems.

Communicate the needs of the community to the Library staff, Library Board, and City Council.

Call public attention to any outstanding achievement of the Library staff and volunteers.

Obtain active members from all segments of the community.

Latest developments

Keep informed on library trends, developments, and progress.

Materials

Encourage gifts to the Library.

ACTIVITIES

Budget

Raise funds by used book sales and other activities.

Write letters to legislators, attend council meetings, and urge members' cooperation concerning library legislation or appropriations.

Subsidize and assist in specialized events.

Community relations

Provide news about the Library and Friends of the Library to media.

Arrange receptions for special groups interested in the Library.

Sponsor or co-sponsor programs designed to stimulate interest in the Library and other cultural activities.

Recruit members at meetings and book sales, and make applications available.

Inform the Library staff, Library Board, and City Council concerning the needs of the community by individual contact and meetings.

Furnish hosts and hostesses for programs.

Provide refreshments for programs.

Latest developments

Attend meetings, workshops, and conferences.

Publish a periodic bulletin to the membership.

Hold periodic meetings.